

# BLS Certification Candidate Affirmation of Consolidated Test Site Retest and Grievance Policy

Virginia Office of EMS  
Division of Educational Development  
1041 Technology Park Drive  
Glen Allen, VA 23059

804-888-9120

The State EMS Test Examiner has been notified that today's psychomotor examination will allow for a same day retest. It is important for you to understand that today's psychomotor examination is designed to verify minimal competencies in the skills tested. Should you fail no more than two (2) stations, the State EMS Test Examiner will notify you of the skill station(s) failed. Notifying you of the specific errors causing you to fail will not be provided, but will be included in the notice you receive from the Office of EMS with your official results.

If you are unsuccessful in any skill station, you are encouraged to contact your instructor for remediation over the skill(s) failed prior to retesting however, such remediation cannot occur at the test site.

If you have a complaint concerning the psychomotor examination, a formal complaint procedure exists. You must initiate any complaint with a State EMS Test Examiner today. Complaints will not be valid after today and will not be accepted if they are issued after you learn your results or leave this site. You may file a complaint for only two (2) reasons:

1. You believe you have been discriminated against. Any situation that can be documented in which you feel an unfair evaluation of your abilities occurred might be considered discriminatory.
2. There was an equipment problem or malfunction during your performance in any skill.

If you feel either of these two issues has occurred, you must contact only a State EMS Test Examiner immediately to initiate the complaint process. You will be supplied the necessary complaint form that you must complete. Your concerns will be reviewed and a final determination will be made today. Remember the complaint must be issued prior to you leaving this site or receiving your test results. If your complaint is found valid, your results for the skill in question, whether or not you passed or failed, will be void and you will be allowed to attempt the skill again with a different scenario and evaluator.

Results of any retest will not be disclosed at the test site, but will be included in your official test results letter available through your EMS portal.

**Failure of a primary retest** will require that you complete the continuing education (CE) requirements for the level being tested prior to receiving eligibility to initiate your secondary testing series. The continuing education must be submitted to the office by a CE scanner or on CE cards.

**Failure of a secondary retest** will result in failure of the examination series. To test again at the level being sought, you must enroll in and complete an entire certification program.

Please be sure you understand the ramifications of a retest failure. Be sure to discuss your options with the Virginia EMS Test Examiner with any questions about the retest process and consequences. Remember, any complaint or grievance you may have must be submitted prior to receiving your test results.

Failure can be a very emotional event; however your behavior is expected to remain professional. You must understand that the Virginia Department of Health, Office of EMS does not tolerate any form of harassment, violence or discrimination at a Consolidated Test Site (CTS). This behavior is prohibited and any violation of this policy will result in immediate dismissal and further action as deemed appropriate.

I, \_\_\_\_\_, have read through and understand the retest guidelines and that whether or not I choose to retest is solely my decision.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Virginia EMS Number (if available): \_\_\_\_\_